MICRO FOCUS®

Operations Center for Service Measuring

Reports are for grade school. Today's IT environments are all grown-up, and they require 24-hour management. Right now, your internal resources probably spend about 10 days a month compiling service-level reports that are effectively obsolete by the time they hit your desk. Graduate to predictive and proactive monitoring, mapping, measurement and management with Operations Center.

Operations Center at a Glance:

■ **Real Time, Real Solutions:**
If your service levels depend on monthly trouble-ticket analysis, your IT operations can't move fast enough to prevent SLA breaches.

■ **Live Analytics:**
Assess compliance in real time.

■ **Predictive SLA Compliance Breach Warning:**
With Operations Center, your IT organization has the power to alert you before end users experience service-level issues.
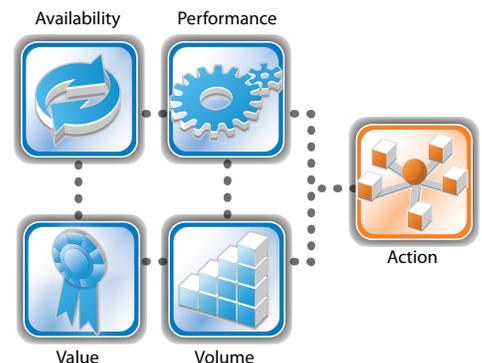
Meet Operations Center for Service Measuring

Micro Focus® Operations Center for Service Measuring enables IT organizations to deliver high quality services to the business—in terms that the business requires. Operations Center correlates IT and business data to give you real-time, real-world insight into your most critical business services and applications.

■ **Service-level management**—When you rely on reports, all you can do is react. For truly strategic service-level management, you need information upon which you can act—both live data views and historical analysis. Guided by your business objectives, Operations Center monitors and manages performance in real time, alerting you before service levels drop. Meanwhile, historical trend analysis provides guidance for future resource use, management and improvement.

■ **Service-level agreements**—Did you know that 75 percent of companies have executed service level agreements (SLAs) between their IT organizations and business users? Operations Center aligns IT and business goals by integrating business context and prioritization rules into its measurement activities. It also accounts for factors such as business calendars and transaction values and volumes. As a result, you can focus your limited resources on the potential events that would have the biggest impact on your bottom line.

■ **Service dashboards**—Operations Center dashboards transform complicated technologies into actionable, easy-to-understand business communications. Its live dashboards collect and consolidate data from complex, mixed back-end data sources, allowing your users to view everything from the big picture to single data points. And because users configure their own dashboards, they see only the information they want, when they want it.

Availability   Performance   Action

Value   Volume

Achieve business alignment in less than 90 days with Operations Center. As a representative from a large, multinational financial institution said: "No more one size-fits-all, meaningless IT data."

Operations Center for Service Measuring is a powerful monitoring, measurement and reporting solution that provides fully automated, real-time and historical analytics, predictive early warning on impending noncompliance issues, completely integrated IT and business-service metrics, and the flexibility to choose any service, component or metric as a basis for an SLA.

Contact us at:
www.microfocus.com

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Get a True Measure of Service Levels by Aligning Technology and Business Goals

- **Real time, real solutions**—If your service levels depend on monthly trouble-ticket analysis, your IT operations can't move fast enough to prevent SLA breaches. Traditional historic-trend analysis only presents half the picture. Operations Center for Service Measuring integrates trend data with real-time analytics for a 360-degree view of your environment.

Be agile and mitigate risk by load balancing or increasing capacity—and get visibility into growing business transaction volumes.

- **Live analytics**—Assess compliance in real time. Automated, rule-based monitoring reduces the errors and expense of manual reporting. And because our solution measures your entire back-end data stream, you have the flexibility to see service availability in the context of a single service-level objective (SLO) or an entire SLA agreement.

Eliminating manual effort produces cost savings (by about 10 person days per month) and generates more accurate information.

- **Predictive SLA compliance breach warning**—With Operations Center, your

IT organization has the power to alert you before end users experience service-level issues. An integrated early-warning system presents your IT staff with a simple, straightforward message in a popup window, which it delivers to their desktops or PDAs. These messages give recipients the information they need to take immediate action without wading through streams of alarming, confusing and irrelevant data.

A large multinational financial institution used our solution to support flexible SLAs that it could change based on market conditions in different geographies.

Enjoy Exceptional Services

Leverage our world-class services organization for all your consulting, training and support needs. Our IT Consulting team has deep technical knowledge and broad industry experience. These experts can help you design, implement and manage a solution that meets your demand for high-quality services, reduced costs and improved control over your complex IT infrastructures.

To learn more about Operations Center for Service Measuring or to start a trial, go here.

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